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# *N-FOCUS Major Release*

## *MLTC*

### *March 16, 2014*

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A Major Release of the N-FOCUS system is being implemented March 16, 2014. This document provides information explaining new functionality, enhancements and problem resolutions made effective with this release. This document is divided into four main sections:

**General Interest and Mainframe Topics:** All N-FOCUS users should read this section.

**Electronic Application:** N-FOCUS users responsible for case activity received through the Web based Electronic Application should read this section.

**Developmental Disabilities Programs:** N-FOCUS users who work directly with DD programs and those who work with the related Medicaid cases should read this section. Note: This section will only appear when there are tips, enhancements or fixes specific to Development Disabilities Programs.

**Expert System:** All N-FOCUS users with responsibility for case entry for AABD, ADC Payment, SNAP, CC, FW, IL, MED, and Retro MED should read this section.

**Note:** When new functionality is added to N-FOCUS that crosses multiple topics (ie General Interest and Mainframe, Alerts, Correspondence, Expert System etc) the functionality will be described in one primary location. This location will usually be the General Interest and Mainframe section or the Expert System section. Alerts, Work Tasks and Correspondence that are part of the new functionality will be documented in both the primary location that describes the entire process and in the Alerts, Work Tasks and Correspondence sections.

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## General Interest and Mainframe

### Case Registration (Change)

The Case Registration process has changed to accommodate assigning cases in the case registration process. Nothing changes up to the point of confirming the Program Case Mode. The system will recommend the mode based on the program cases.

### Program Case Confirmation (Change)

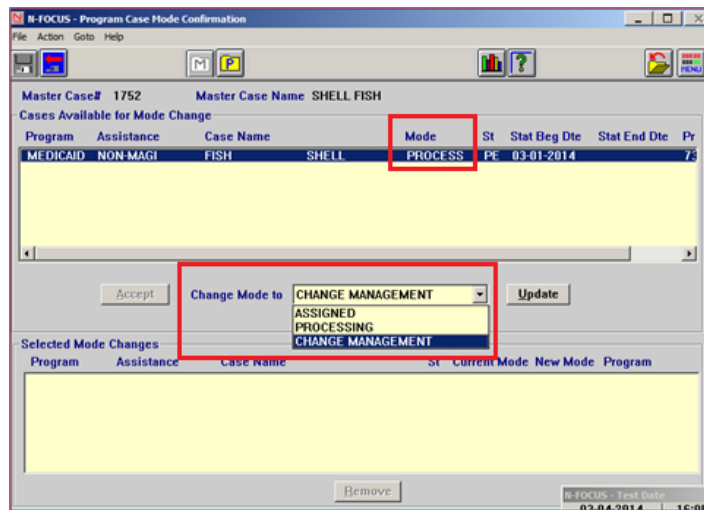
For MLTC cases, N-FOCUS will recommend Processing Mode.

Interviewing will no longer be an option on the Mode Confirmation window. The automated interview scheduler has been disabled. If the Processor decides to schedule an interview they will create the Interview Appointment Letter in Interview Tracking.

A NOMI will not be created if a MLTC interview is missed.

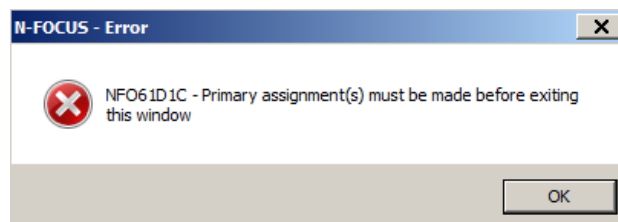
**If Processing mode is confirmed,** Work Task #35 Application Received will be created. The work task will be directed to the Processing function.

**If Assigned mode is confirmed,** the Detail Master Case Assignments window will display. The only programs that will appear on the window are Pending Cases in Assigned Mode. The worker can assign the program(s) and will be returned to Detail Master Case when done.



Alert #460 – Application Received -will be created for the Assigned worker.

You will not be able to leave the Program Case Mode Confirmation window without creating a primary assignment. If you try to exit without an assignment, the message “Primary assignment(s) must be made before exiting this window” will display.



**Note:** The ability to assign a case from Expert System has not been added. If an existing case is being reopened and should be assigned, the case should be assigned before it is checked out to Expert System. If a new case needs to be added, it should be added in the Mainframe so the assignment can be made.

## Functions and Specializations (Change)

Because of changes made to the Detail Office Position Functions and Specialization areas, it is important for workers and supervisors to review their functions and specializations the first time they log onto N-FOCUS after the March 16 release. Some of the functions are now exclusive to either Medicaid & Long Term Care or Economic Assistance.

- **MLTC:** Workers will need to contact their lead worker or supervisor to have their function and specialization/service delivery group updated

## Functions

**Interviewing-** This function has been renamed to **Interviewing/Processing** and is used only by economic assistance.

- **MLTC:** Workers with the Interviewing function should update to the **Processing** function.

**Processing-** This function is used exclusively by Medicaid & Long Term Care.

- **MLTC:** Workers with this function do not have to make a change.

**Processing Initial-** this function is no longer used.

- **MLTC:** Workers with this function should change to the **Processing** function.

**App Mgmt Econ Assist and App Mgmt Medicaid** functions have not changed.

**Change Management, Lead Specific and Supervisor Review** functions have not changed. They will be used by both divisions.

## Specializations

**MLTC Specializations** have not changed. MAGI, Non-MAGI, and Combined remain.

New specialization options have been added for Economic Assistance.

## Application Management Queue (Change)

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Since interviews are no longer required for Non-MAGI and Combined cases, applications completed over the phone will be placed in the Application Management queue.

## Automatic Change to Change Management (Change)

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When a Medicaid case is either Closed or Denied for Failure to Provide, the Mode will remain Processing for 90 days. The Mode changes immediately to Change Management for other closing reasons.

## Utility Allowance (Update)

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The SIMP utility allowance has been updated for January 1, 2014 to \$434.

## Verification Requests (Change)

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Verification Requests can now be sent out and tracked by division (EA or MLTC). To send out a Verification Request, please follow these steps:

1. From the Detail Master Case window, click the Verification Request Icon.



**Note:** If this is the first Verification Request being made, the Detail Verification Request Tracking window will display.

If a previous request was made, the List Verification Request Tracking window will display. Click the New icon and continue with step 2.

2. From the Detail Verification Request Tracking window, click the Add button.  
The Add Person, Verification Type(s), Program(s) window will display.
3. Select the appropriate Division to enable the selection of the Person for whom the Verification Request is being made.

**Note:** Notice that in the screenshots below, Medicaid appears as a Program to select if the person has a role in a Medicaid Program within the Master Case. This is required because the Economic Assistance Division will continue to manage some MED related programs (i.e. Refugee, State Disability).

**Note:** After the Division and Person are selected, if no Programs display in the Programs section box, this indicates the Person selected does not have a role in any Program related to the selected Division. If the Person should be in a Program within the Division, you may need to exit the Verification Request window, Check Out the Master Case to Expert System and Run Configuration for the appropriate Division. You will generally see this occur when Programs are Pending in Expert System.

**IMPORTANT:** This scenario will often occur, but is not limited to a situation where a 599 CHIP Program was Pended in the Mainframe and a verification request is needed.

- Once all needed items have been marked for the applicable programs, click OK.

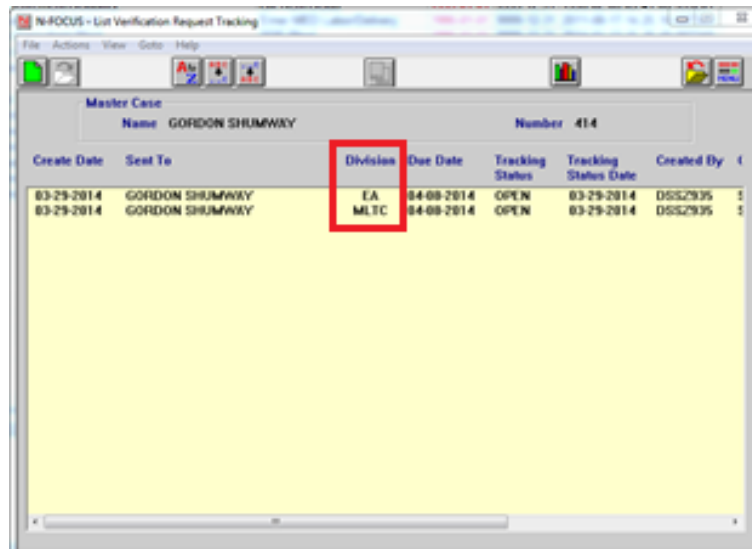
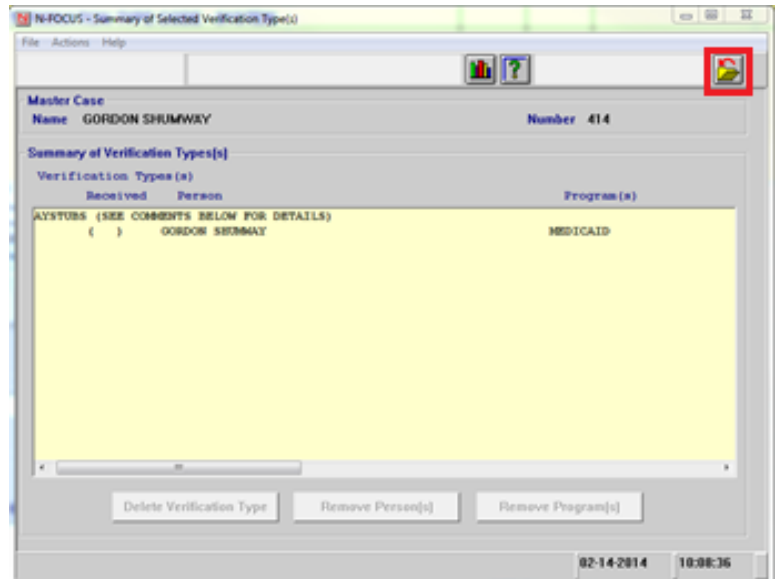
The Summary of Selected Verification Type(s) window will display.

- Review and confirm the accuracy of the request then click the Close icon to continue.

The List Verification Request Tracking window will display.

The List Verification Request Tracking window will now display the Division for which each request created. In the example to the right, a separate Verification Request was requested on 3/29/2014 from each Division.

The Division listed for the Verification Request does not limit who can review or update information on the request. Workers should only update information on Requests assigned to their Division.



**Note:** Verification Requests that were made prior to the March 16, 2014 release will continue to be listed on this window; however, the Division associated with the request will not be displayed.



## Person Detail (Change)

The Professional Relationships icon has been added to the Person Detail window.

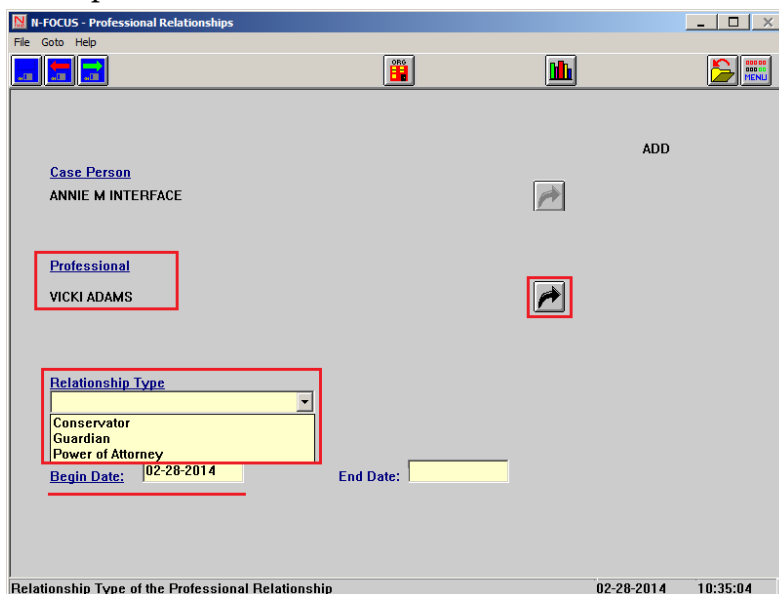


These relationships are different than the Program Professional Relationships used in CFS and APS programs. This new function has been added as a means to readily identify the roles that non-case persons have related to persons on NFOCUS, if relationships exist.

This function will allow for entry of the Personal Details of Conservator, Guardian and/or Power of Attorney (POA), only. These relationships should not be entered unless appropriate supporting documentation is on file. If there are questions as to if a relationship should be entered, you will want to contact your policy program specialists.

To enter these Professional Relationships, follow these steps:

1. Open the appropriate Person Detail Window.
2. Click the Professional Relationships icon.
  - If no Professional Relationship has previously been created, the Professional Relationships window will display.
3. Select the Out Select arrow to retrieve the information.
  - The Person Search window will display.
4. Enter the search criteria and click Search.
  - The Person List window will display.
5. Click the Blue Return Arrow.
  - The Professional Relationships window will display.
6. Select the Relationship Type from the drop down.
7. Enter the Begin Date.
8. Save or Save and Close.



**Note:** If the Case Person already has a Professional Relationship entered, when the Professional Relationship icon is selected, the List Professional Relationships window will display.



- Open the existing relationship by either double clicking on the row on the list or highlighting that item and selecting the Open icon.
- Create a new Professional Relationship by selecting the New icon.



**Note:** The following roles are now available on AABD Cases:

- Guardian
- Conservator
- Power of Attorney

### Detail Tax Household (Change)

Workers should now record information on the N-FOCUS Detail Tax Household window when the client grants permission to access their tax return. Client permission for tax return access is found in the NE Healthcare Application, Federal Marketplace Application or the Tax Information Form.

Click the Tax Permission button and complete the Tax Permission fields.

The Permission, Date and No. of Years fields will update as appropriate.

**Note:** The Submit to Interface button will become active when the Tax Permission has been set to Yes.

**N-FOCUS - Detail Tax Household**

**N-FOCUS - Tax Permission**

Permission

Tax Return Access: Yes

Date:

Number of Year[s]: 1, 2, 3, 4

OK Cancel

**Tax Household**

Last Name	First Name	M	Ext	SSN	Tax Filing Status	SSN Verifie
INTERFACE	ANNIE	M		XXXX-3333	Single Tax Payer (Not a Dependent)	N
INTERFACE	TRISHA JANE			XXXX-1234	Tax Dependent of Parent	N

Update Remove

Number of people in the Tax Household other than those selected: 0

Tax Permission Submit to INTERFACE Cancel

## Interfaces

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The following changes have been made to Interfaces with in N-FOCUS.

### Interfaces Menu (Change)

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The following icons and button have been added to the Interfaces Menu.

- Yellow SSA (Social Security Association) – Information accessed by Economic Assistance
- VLP (Verify Lawful Presence) – Information accessed by MLTC
- SVES Prisoner Info Request – Information requested by Economic Assistance

The screenshot shows the 'N-FOCUS - Interfaces Menu' window. It has a 'Case Person' section with fields for Name, SSN, Sex, and Birth Date. Below this is an 'Interfaces' section with a grid of icons. The 'SSA' icon (yellow) and the 'VLP' icon (red) are highlighted with red boxes. To the right of the grid is a 'Useful Links' section with a 'SVES Prisoner Info Request' button highlighted with a red box. At the bottom are 'Clear' and 'Cancel' buttons.

### Medicaid Verification of Citizenship and Immigration Status (New)

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The US Citizenship/Immigration window has been added to enable workers to add Citizenship and Immigration status in the Mainframe. (Refer to Adding Citizenship and Immigration Information for more details.)

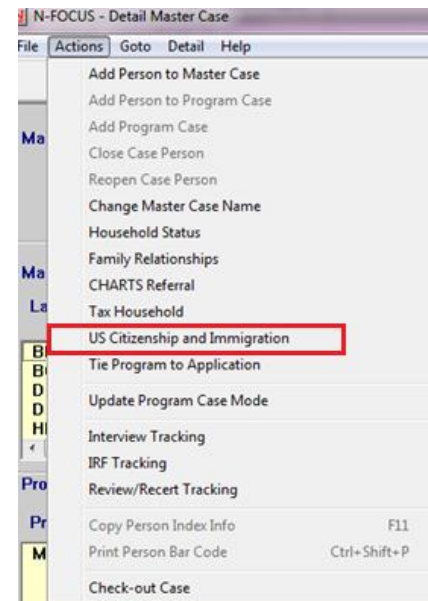
**IMPORTANT:** Citizenship verification will no longer be automatically requested for Medicaid persons upon the Pending of a case. Workers will need to go to the new 'US Citizenship and Immigration' window from the Detail Master Case window and add each person's attested (declared on the application form) Citizenship, Immigration or Ineligible Alien status before checking the case out to the Expert System. Every person in the Medicaid program case will need to have their citizenship or immigration status entered.

After adding citizenship and immigration information to the US Citizenship/Immigration window either the Social Security Administration or the Department of Homeland Security/SAVE Program will be accessed for verification of a person's citizenship or immigration status.

## Adding US Citizenship and Immigration Information (New)

To add US Citizenship and Immigration information, from the Detail Master Case window, select Action> US Citizenship and Immigration.

The US Citizenship/Immigration window will display.



The screenshot shows the 'N-FOCUS - US Citizenship/Immigration' window. The 'Master Case ID' is 162 and the 'Name' is NANCY GAITHER. The 'Medicaid Persons' table is displayed with the following data:

Last Name	First Name	M	Ext	Birth Date	SSN
GAITHER	NANCY			07/04/1961	XXX-XX-XXXX
D	MIKE	D	III	09/09/1982	XXX-XX-XXXX
WILDS	BETTYJUNE	R		03/04/1993	XXX-XX-XXXX

The 'Attested US Citizen' radio button is selected, and the 'Determine As Of Date' is set to 02-27-2014. The 'Document Details' section includes fields for Document Type, Document Expire Date, Passport Number, Visa Number, I-94 Number, Alien Number, Card Number, Passport Country of Issuance, SEVIS ID, Naturalization Number, Certificate of Citizenship Nbr, and Other Document Description. The 'Response Status' is 'No Previous ACA Save Requests Exist'. The 'Submit for Verification' button is highlighted with a red rectangular box.

- **Medicaid Person Group Box:** Only persons who are Active or Pending in a Medicaid Case in the Master Case **and do not have** Citizenship verified will appear in Medicaid Persons Group Box.
- **Determine As Of Date:** This date will default to the Current Date. If you need to determine eligibility for benefits to an earlier date, enter the date eligibility is to be determined.

- **Citizenship/Immigration Types Options:** When a person is selected from the Medicaid Person Group Box, the Citizenship/Immigration Types Options become enabled. You must select one of the available options.
  - **Attested US Citizen**
  - **Documented Non-Citizen**
  - **Undocumented Non-Citizen**

## Attested US Citizen

The HUB/SSA will no longer be automatically queried regarding a person's citizenship status upon being pended in a Medicaid program case. Workers will need to view the application form for the citizenship status attested by the client. If the client is declared to be a US Citizen, follow these steps:

1. Select the person from the Medicaid person list.
2. Select the Attested US Citizen radio button.
3. The 'Determine As of Date' will default to the current date. Change it if necessary.
4. Click the **Submit for Verification** button.

N-FOCUS - US Citizenship/Immigration

Master Case ID 162 Name NANCY GAITHER

Medicaid Persons

Last Name	First Name	M	Ext	Birth Date	SSN
GAITHER	NANCY			07/04/1961	XXX-XX-XXXX
WILDS	BETTYJUNE	R		03/04/1993	XXX-XX-XXXX

Document Details

Document Type

Document Expire Date

Passport Number

Passport Country of Issuance

Visa Number

SEVIS ID

I-94 Number

Naturalization Number

Alien Number

Certificate of Citizenship Nbr

Card Number

Other Document Description

Response Status No Previous ACA Save Requests Exist

Submit to DHS/SAVE Interface

Submit for Verification

N-FOCUS - Test Date 02-27-2014 09:37

A Citizenship verification request will be sent to SSA through the HUB. Verification should be received within about 10 minutes.

Some newer Citizens may present papers that can be verified through VLP/SAVE. When this happens, follow these steps:

1. Select the person from the Medicaid Persons list.
2. Select the Attested US Citizen radio button.
3. The 'Determine As of Date' will default to the current date. Change it if necessary.
4. Select the Document Type from the Document Detail Group Box.
5. Enter the associated

N-FOCUS - US Citizenship/Immigration

Master Case ID 191 Name JENNIFER L KANDALE

Medicaid Persons

Last Name	First Name	M	Ext	Birth Date	SSN
VENTURA	JOHN			02/07/1951	XXX-XX-XXXX
KANDALE	JENNIFER	L		07/01/1952	XXX-XX-XXXX
HUSSAIN	NAZAR			02/05/1961	XXX-XX-XXXX
BRICK	CHUCK			08/05/1993	XXX-XX-XXXX

Document Details

Document Type

Document Expire Date

Passport Number

Passport Country of Issuance

Visa Number

SEVIS ID

I-94 Number

Naturalization Number

Alien Number

Certificate of Citizenship Nbr

Card Number

Other Document Description

Response Status No Previous ACA Save Requests Exist

Submit to DHS/SAVE Interface

Submit for Verification

N-FOCUS - Test Date 01-01-2014 14:27

- numbers in the corresponding field.
6. Click the Submit to DHS/SAVE Interface button.

**Note:** You may view the Citizenship Verification in three places:

- SSA Interface
- Person Detail >Verifications
- Verifications in Expert System

## Documented Non-Citizen

If the client is declared to be a Documented Non-Citizen, follow these steps:

1. Select the person from the Medicaid person list.
2. Select the Documented Non-US Citizen radio button.
3. The 'Determine As of Date' will default to the current date. Change it if necessary.
4. Select the Document Type that matches the document provided by the client or that was indicated on the Application form.
5. Enter the document numbers and the Country that match the information provided on the document(s) or that were indicated on the Application form.
6. Click the **Submit to DHS/SAVE Interface** button.

N-FOCUS - US Citizenship/Immigration

File Actions Goto Help

Master Case ID 162 Name NANCY GAITHER ADD

Medicaid Persons

Last Name	First Name	M	Ext	Birth Date	SSN
GAITHER	NANCY	D	III	07/04/1961	XXXXXX
WILDS	BETTYJUNE	R		03/04/1993	XXXXXX

Document Details

Document Type I-94 (Arrival/Departure Record)

Document Expire Date 09-15-2015

I-94 Number 00006454566

SEVIS ID

Response Status No Previous ACA Save Requests Exist

Submit to DHS/SAVE Interface Submit for Verification

Determine As of Date 02-27-2014

N-FOCUS - Test Date 02-27-2014 09:38

**Note:** An Immigration verification request will be sent to DHS/SAVE through the HUB. Verification should be received within about 10 minutes.

## Undocumented Non-Citizen

When the application indicates that the person is not a citizen and does not have immigration papers and would be considered Financially Responsible in the Medicaid household, add them as an Undocumented Non-Citizen. To do so, follow these steps:

1. Select the person from the Medicaid person list.
2. Select the Undocumented Non-US Citizen radio button.
3. The 'Determine As of Date' will default to the current date. Change it if necessary.
4. Select Save, Save and Next or Save and Close.

N-FOCUS - US Citizenship/Immigration

File Actions Goto Help

Master Case ID 186 Name GREG S BOUNDARAY ADD

Last Name	First Name	M	Ext	Birth Date	SSN
D	MIKE	D	III	09/04/1982	XXX-XX-XXXX
D	MIKE	D	III	09/06/1982	XXX-XX-XXXX
YAMAMOTO	EMERY			10/31/1989	

☐ Attested US Citizen  
☐ Documented Non-Citizen  
☒ Undocumented Non-Citizen

Determine As Of Date 02-28-2014

Document Details

Response Status No Previous ACA Save Requests Exist

Submit to DHS/SAVE Interface Submit for Verification

NFO2EA93: Undocumented Non-Citizen only requires Save action

N-FOCUS - Test Date 02-28-2014 08:07

## Checking Citizenship Verification (New)

**PROCESSING NOTE: Do not check the case out to the Expert System until a response has been received.**

To check for Citizenship Verification follow these steps:

1. Navigate to the Person Detail window for the Person.
2. Select Person Verification button.

N-FOCUS - Person Detail

File Actions Detail Goto Help

Person Name

First HELEN

Middle

Last DECOSTA

Ext [NONE]

SSN 006-26-1501

Sex ☒ Female ☐ Male ☐ Unknown

Birth Date 02-09-1980

Deceased Date

Person Number 8120900

UPDATE

Demographics... Telephone... Address... Address History... Military/International... **Person Verification...** State Ward Details... Name History... SSN History... MMIS History...

Person Involvements Medicare Inquiry Program Cases... CHARTS Referral NCP... School Attendance... Tribal... PIN Management YRTC Narrative

N-FOCUS - Test Date 01-01-2014 14:22

The Person Verification Data window will display. Review the Citizenship information on the window. (Window on next page)

N-FOCUS - Person Verification Data

Person  
HELEN DECOSTA

Verification Information

	Verification Source	Date	Hub Verification Source	Date
SSN 006-26-1501	Unverified		HUB SSA Interface	05-04-2009
Citizenship	US Citizen ID Card (I-19)	10-03-2013	HUB SSA Interface	05-04-2009
Identity	Affidavit	10-03-2013	HUB SSA Interface	05-04-2009
Birth Date 02-09-1980	Unverified			
Deceased Date				

OK Cancel

**Note:** You can also locate Citizenship/Immigration information from the Interface Menu or in Expert System.

### Verify Lawful Presence (New)

The Response Status field on the US Citizenship/Immigration window will indicate Response Received when information has been received from SSA through the HUB for a submitted request. This information will be available to view from the Interface Verify Lawful Presence Request/Response (FLP) window. To view this information, follow these steps.

1. From the US Citizenship/Immigration window, click the Person Interfaces icon.

The Interfaces Menu will display.

**Note:** The Interface icon is located in various locations throughout N-FOCUS.

2. Click the Verify Lawful Presence (VLP) icon.



The Verify Lawful Presence Request/Response window will display.

N-FOCUS - US Citizenship/Immigration

Master Case ID 162 Name NANCY GAITHER UPDATE

Medical Persons

Last Name	First Name	M	Ext	Birth Date	SSN
GAITHER	NANCY			07/04/1961	XXX-XX-XXXX
D	MIKE	D	III	09/09/1982	XXX-XX-XXXX
WILDS	BETTYJUNE	R		03/04/1993	XXX-XX-XXXX

☐ Attested US Citizen  
☒ Documented Non-Citizen  
☐ Undocumented Non-Citizen

Determine As Of Date 02-26-2014

Document Details

Document Type Temporary I-551 Stamp (on passport or I-94)

Document Expire Date 01-14-2016

Alien Number 457334949

Response Status Response Received

Request History

Submit to DHS/SAVE Interface Submit for Verification

N-FOCUS - Test Date 02-27-2014 09:40



## Verify Lawful Presence Request/Response Example 1:

N-FOCUS - Verify Lawful Presence Request/Response

File GoTo Help

Case Person  
Name NANCY GAITHER SSN 322-04-1604 SEX FEMALE Birth Date 07-04-1961

Request Information

Created On	Determine As of	Document Type	Alien Nbr	I-94 Nbr	S
02/26/2014 10:17:55	02/26/2014	Temporary I-551 Stamp (on passport)	457334949		

Response Information

NANCY GAITHER

Lawful Presence Verified	YES
Qualified Non Citizen	YES
Five Year Bar Applicable	YES
Five Year Bar Met	PENDING
US Citizen	N/A

Additional Response Info

Sponsorship Data

View Step 2 and 3 Response

G-845 PDF G-845 Mailed to SAVE/DHS Date Submit

N-FOCUS - Test Date 02-27-2014 12:34

In the example shown above, The VLP/SAVE response received from the Department of Homeland Security has verified the following information at Step 1:

- The Person is Lawfully Present
- The Person is a Qualified Non-Citizen
- The 5 Year Bar is Applicable
- The Five Year Bar Met is Pending

Based on this response, Medicaid budgeting would not be allowed for this person as Non-Citizenship Status has not yet been determined.

**Additional Response Info Button** – This button is enabled if there is additional information provided for the selected person.

**Sponsorship Data Button** – This button is enabled if Sponsor information has been returned.

**View Step 2 and Step 3 Button** – This button is enabled when more information from one of those steps is returned.

- Requests are sent to Steps 2 and 3 automatically by the Hub when more data is needed for a complete response. Workers do not make the requests.
- Normally, responses from Step 2 should be received in 3 to 5 days.
- Responses from Step 3 may take up to 5 weeks.
- Alerts will be generated when a Step 2 or Step 3 response is received.

**Form G-845** – This button is enabled when the pre-filled Form G-845 is received from the HUB. DHS/SAVE may request completion of the form when the request has gone to Step 3 of the Verify Lawful Presence process.

- The worker will receive an alert that the Form G-845 needs to be completed.
  - The G-845 PDF may be viewed on the Interface window.

- The worker would then contact the client with a Verification Request form to obtain the information or documentation required by DHS.
- When the information/documentation is received the worker will print the Form G-845.
- The worker then completes the Form, attaches any documentation and mails (through the US Mail) the Form and any attachments to the Department of Homeland Security to the address indicated on the form.
- The worker will need to enter the **Form G-845 Mail to DHS Date** and select the Submit button. This alerts the Department of Homeland Security that the information has been sent.

### *Verify Lawful Presence – Additional Data Window (New)*

The information contained in the Verify Lawful Presence – Additional Data window will vary depending on the information requested and received. To view the Verify Lawful Presence – Additional Data Window, click the Additional Response Info button.

Additional Response Info

In this example, you can see the additional information that has been provided. Note this request has been sent to Step 2 for further eligibility determination.

N-FOCUS - Verify Lawful Presence - Additional Data

Person NANCY GAITHER

Entry Date 03/25/1950

Class of Admission (COA) NC6

Admitted Until INDEFINITE

Country of Birth Mexico

Eligibility Response LAWFUL PERMANENT RESIDENT-EMPLOYMENT AUTHORIZED

Country of Citizenship

Status Granted Dt Not Found NO DATE FOUND

Emp Auth Doc Expire

Failure Reason

**Sent to Step 2 YES**

View Step 2 and 3 Response OK

## Verify Lawful Presence Request/Response Example 2:

N-FOCUS - Verify Lawful Presence Request/Response

File GoTo Help

Case Person  
Name FERN F FARCONIA SSN 291-86-8604 SEX MALE Birth Date 04-04-1946

Request Information

Created On	Determine As of	Document Type	Alien Nbr	I-94 Nbr	S
02/26/2014 11:08:54		REQUEST CLOSED			
02/26/2014 11:06:45	02/26/2014	Unexpired Foreign Passport		85153460721	

Response Information

FERN FARCONIA

Lawful Presence Verified YES  
Qualified Non Citizen YES  
Five Year Bar Applicable YES  
Five Year Bar Met NO  
US Citizen N/A

Additional Response Info

Sponsorship Data

View Step 2 and 3 Response

G-845 PDF G-845 Mailed to SAVE/DHS Date Submit

N-FOCUS - Test Date 02-27-2014 12:42

In the example shown above, the VLP/SAVE response received from the Department of Homeland Security has verified the following information at Step 1:

- The Document Type “Request Closed” indicates that all available information has been provided for this Request from DHS/SAVE through the HUB.
- The Person is Lawfully Present
- The Person is a Qualified Non-Citizen
- The 5 Year Bar is Applicable
- The Five Year Bar Met is No

Based on this response, Medicaid Budgeting would not be allowed as the client has not met the 5 year bar. This person would need to be closed and/or made financially responsible in the Medicaid Program Case.

To view additional information, click the Additional Response Info button. The Verify Lawful Presence – Additional Data window will display. In this example, the Sent to Step 2 field is blank. This further indicates that all available information has been provided by this request to SAVE from the HUB.

N-FOCUS - Verify Lawful Presence - Additional Data

Person FERN FARCONIA

Entry Date 06/01/2013  
Class of Admission (COA) OP  
Admitted Until Date 01/01/2015

Country of Birth  
Eligibility Response NON-IMMIGRANT  
Country of Citizenship Monaco  
Status Granted 2013-06-01

Emp Auth Doc Expire  
Failure Reason

Sent to Step 2

View Step 2 and 3 Response OK

## Verify Lawful Presence Request/Response Example 3:

Created On	Determine As of	Document Type	Alien Nbr	I-94 Nbr	S
02/26/2014 11:26:54		REQUEST CLOSED			
02/26/2014 11:24:48	02/26/2014	I-327 / Reentry Permit	706796350		

**Response Information**

FRANKLIN DE COSTA

Lawful Presence Verified YES  
Qualified Non Citizen YES  
Five Year Bar Applicable N/A  
Five Year Bar Met  
US Citizen N/A

Additional Response Info  
Sponsorship Data  
View Step 2 and 3 Response

G-845 PDF G-845 Mailed to SAVE/DHS Date Submit

In the example shown above, the SAVE/VLP response received from the Department of Homeland Security has verified the following information at Step 1:

- The Document Type “Request Closed” indicates that all available information has been provided by this Request to SAVE through the HUB.
- The Person is Lawfully Present
- The Person is a Qualified Non-Citizen
- The 5 Year Bar is Not Applicable
- The Five Year Bar Met Blank
- US Citizen is Not Applicable

## Closing a SAVE/VLP Request (New)

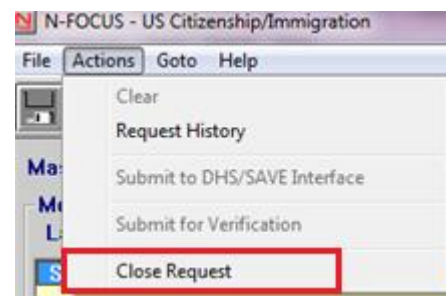
If the worker makes a data input error or has received new documentation regarding the client’s immigration status and the original request is still in progress, the current request may be closed. To close a SAVE/VLP request, follow these steps:

1. Navigate to the US Citizenship/Immigration window.
2. Select Actions>Close Request.

A pop-up window will display confirming the request. The wording of the window is as follows:

“The request will be closed. Once a request is closed, not other changes are allowed. Do you wish to proceed?”

This wording can be a bit confusing. What it is indicating is that once the Request is Closed, a New Request can be made.



## Citizenship/Immigration Request History Window (New)

The Citizenship/Immigration Request History window is accessed by clicking the Request History button located on the US Citizenship/Immigration window. Click this button to view the history of requests made for the person selected from the Medicaid Persons Group Box.

Request History

Create Userid	Create Timestamp	Document Type	Doc Expire Date	Alien Number	I-94 Number
DSSZ913	02/25/2014 12:06:25	I-94 [Arrival/Departure Record]	05/28/2014		79462138738

## ACA SSA/Incarceration Request (Change)

SSA Incarceration information will no longer be automatically requested when the Medicaid Person is Pended. To request current incarceration or SSA Amount information follow these steps:

1. Navigate to the Interface Main Menu.
2. Click the ACA SSA Incarceration Request button.
3. Select the Month and Year of the SSA Request.
4. Click OK

Incarceration information will be received only for person age 16 or older, if there is any.

Verifications will display in the Blue SSA icon on the Interface Menu.

ACA SSA/Incarceration Request

Person

Name: ARCHIE DONATHON H BUNKER FORTHINGTON IV

SSN: 687-11-2541 Sex: MALE Birth Date: 01-01-1985

Month and Year of Request

OK Cancel

## Narrative

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### Subheadings (Change)

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The following new sub- headings have been added related to Medicaid Narratives:

- Authorized Representative
- Release of Information
- Tax Household
- MAGI Verifications
- Medicaid payment in error
- Supplemental Application
- MIWD
- Desk Review(SSI/1619b)
- Interview Requested

## Correspondence

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### Request for Verification Correspondence Archive (Change)

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Effective with this release, Request for Verification correspondence will be archived for 12 months from the create date.

### Interview Tracking (Change)

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If the Processor decides to schedule an interview, they will create an Interview Appointment Letter in Interview Tracking. This letter indicates that an interview is being requested.

**MLTC** Since an interview is no longer required for a Medicaid case, a NOMI will not be created if the MLTC Interview is missed.

## Document Imaging

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### Citrix User's Drag and Drop (Change)

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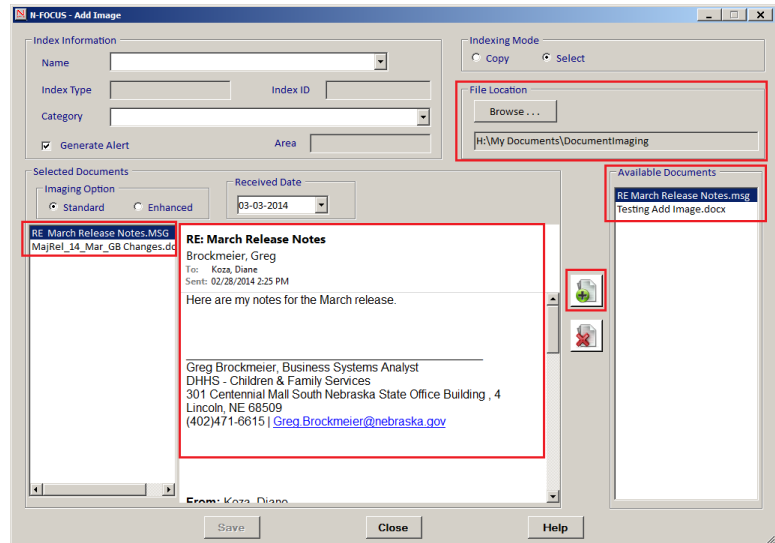
Workers who access N-FOCUS via Citrix will now be able to save messages and any attachments received in Outlook then drag and drop them as a group into the Add Image window. To do this, follow these steps:

1. Open Outlook.
2. Select the Message to be brought into Document Imaging.
3. Click File>Save As.
4. Save the file on your C or H Drive.

**IMPORTANT:** Any information you save to your C Drive will be deleted when your work station is reimaged. Once the message and/or attachments are moved to Document Imaging, they will be saved on N-FOCUS within Document Imagine.

5. Open the Document Imaging Add Image window.
6. Click the Browse Button.
7. Locate the Document Imaging folder you created.
8. Click OK.

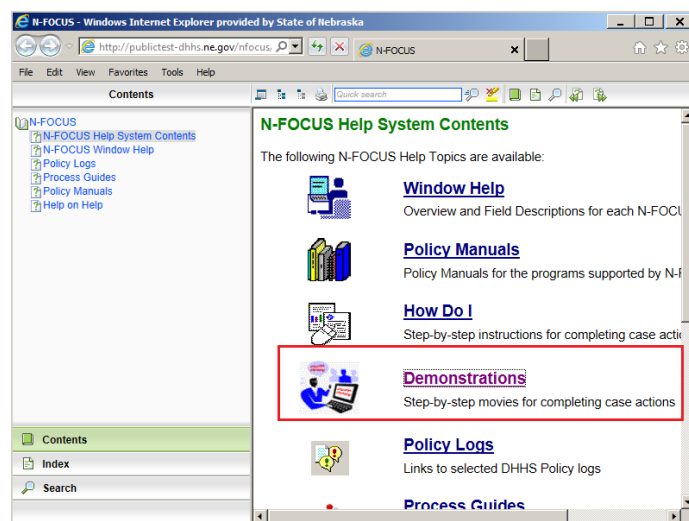
All of the files you saved to this folder will display on the Add Image window, Available Documents Group Box.



**Note:** As long as you continue to save files you want to add to Document Imaging in the same location, you will only need to **Browse** for the Folder once. Each time you open the Add Image window, the list of files saved to the last Folder you browsed for will automatically display in the Available Documents Group Box.

9. Highlight the appropriate file and click the Add Button.  
If the saved Message has an attachment both the message and the attachment will display in the Group Box located on the left side of the window.
10. Highlight the appropriate file to view the image.
11. Index the image as appropriate.
12. Click Save.

For further instructions regarding the use of Document Imaging, refer to the Demonstrations Help section of N-FOCUS. Demonstrations are located within Help Contents.





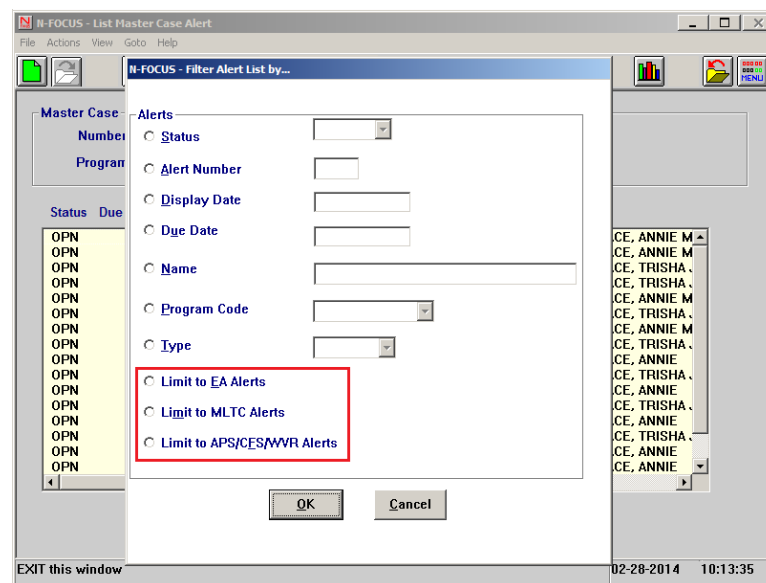
## Alerts

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### List Master Case Alert Filter (Change)

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You can now filter the List Master Case Alert window by Division. To use this filter, select View>Filter from the List Master Case Alert window; the Filter Alerts List by.... will display. Select the appropriate filter and click OK.



### Alert - #504 Mail Received – Medicaid

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This alert will be received on closed Medicaid cases that have been closed in the past 90 days. This alert will create a High Priority Work Task.

**Alert Text:** Mail has been scanned for persons in the Master Case. Documents may pertain to more than one program case and to more than one person. View by going to Document Imaging.

### Alert - #434 Interface Record (Change)

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In order to reduce the number of Alerts/Work Tasked received in a given month, this alert will be consolidated and delivered one time per month for Medicaid cases.

**Alert Text:** Interface Record received from <interface type> for <ARP Name> on <income or expense>; participant in <Program Case>

## Work Tasks

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### Closed and Denied Cases (Change)

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MLTC Cases will remain in Processing Mode for 90 days when they are placed in either Closed or Denied Status for the reason of Failure to Provide. The mode will change immediately to Closed for other closure reasons.

### High Priority Alerts Exist Work Task (Change)

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Effective January 12, 2014, MLTC no longer has any alerts that create a high priority Alerts Exist Work Task.

## Application Received Work Task (Change)

Since interviews are no longer required for Medicaid Program Cases, the App Rec'd Intv Not Required Work Task has been changed to be the Application Received Work Task. This work task will be generated when the Medicaid case is placed in Processing Mode and will be directed Processing function.

**Note:** When a Medicaid Program Case is Assigned, Alert #460 – Application Received will be sent to the Assigned Worker.

## Access Work Task (Tip)

Because of the numbers of staff who are accessing the Work Task for Change Management – NON MAGI, when several “hit” at the same time, five will be given the next task and the sixth on will get the message that there are no more work tasks. Please wait a few seconds and try again. We are working on a solution to correct this issue.

## Electronic Application

### Confirming Retrieved Data (Change)

During a Review, when the electronic application pre-populates information, the client will be asked to either confirm or remove the information. If they attempt to continue without first confirming or removing the information, an error message will display.

New Sections that will now be populated and have the Confirm/Remove option include Resources, Income and Expenses.

## Health Care Application Spanish Version (New)

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The Health Care Application is now available in Spanish. Workers can now view the PDF version in both English and Spanish.

## Expert System

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### Medicaid Citizenship and Immigration in the Expert System (Change)

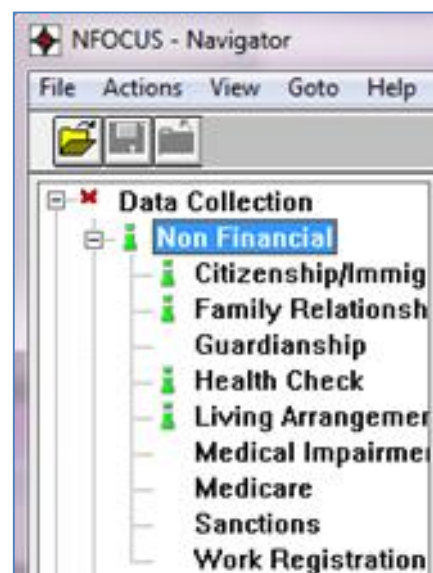
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Medicaid workers will no longer need to enter Citizenship and Immigration information in the Expert System. The **Red X** will not display if there is only a Medicaid Case(s) in the Master Case.

Workers will add the Citizenship and Immigration information in the new Mainframe US Citizenship and Immigration window (Refer to the MLTC – Adding US Citizenship and Immigration Information section for details).

Based on the VLP/SAVE Interface response, Medicaid budgeting will or will not be allowed. The hierarchy for Medicaid budgeting to check for qualified Citizen/Non-Citizen status will be:

1. US citizen
  - a. If Yes, Medicaid budgeting is allowed
  - b. If No and no other determination has been made, Medicaid budgeting is not allowed
2. Qualified Non-Citizen
  - a. If Yes, Medicaid budgeting is allowed.
  - b. If No, Medicaid budgeting is not allowed
3. Subject to 5 Year Bar and Five Year Bar Met = Yes
  - a. Medicaid budgeting is allowed
4. Subject to 5 Year Bar = Yes and Five Year Bar Met = No or Pending
  - a. Medicaid budgeting will not be allowed
5. Lawful Presence
  - a. If yes, Medicaid budgeting is allowed.
  - b. If no, Medicaid budgeting will check to see if the rules for Pregnancy or 60 days post- partum are met, then budgeting will be allowed. If neither of those are met then budgeting will not be allowed.



Case/persons that have not accessed SAVE/VLP through the HUB and have previously added Citizenship and Immigration information in the Expert System will budget as they did previously.

- Medicaid Budgeting will first look to see if there is a VLP/SAVE response. If there is, the budget will be based on that response.
- If there is not a VLP/SAVE response Medicaid Budgeting will look for the information in the Expert Citizenship/Immigration task.

- Those Non-Citizens who meet the definition of Lawfully Present due to Pregnancy or 60 days Post- Partum will continue to be determined by their pregnancy and immigration status.

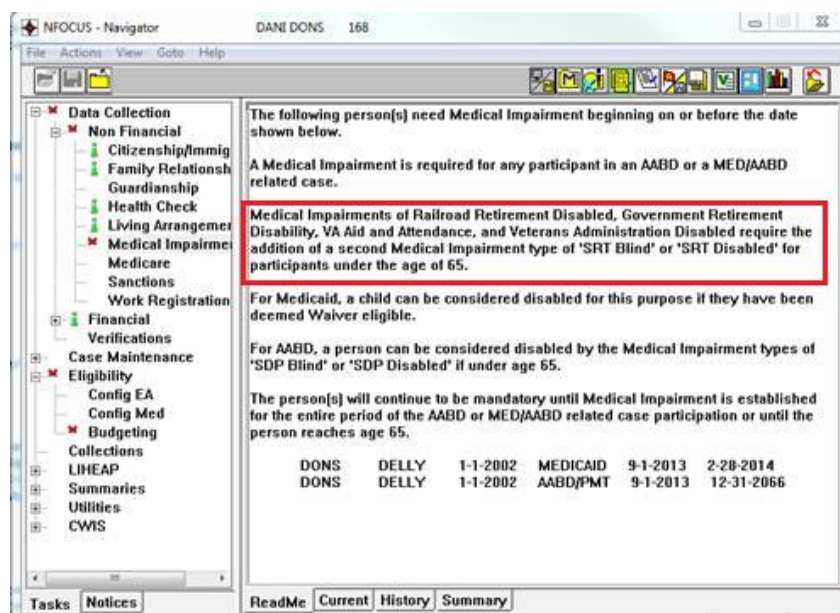
**Note** If you check the case out to the Expert System **before** Citizenship or Immigration Status is verified through the HUB you will need to take the following steps:

- Go to the Citizenship/Immigration task in the Expert System.
- Add the correct Citizenship or Immigration status
- Use the Verification type of 'In Progress'. Once the actual verification is received the verification type can be updated.
- DO NOT simply update the Verification in the Verification task. This will not allow Medicaid budgeting.

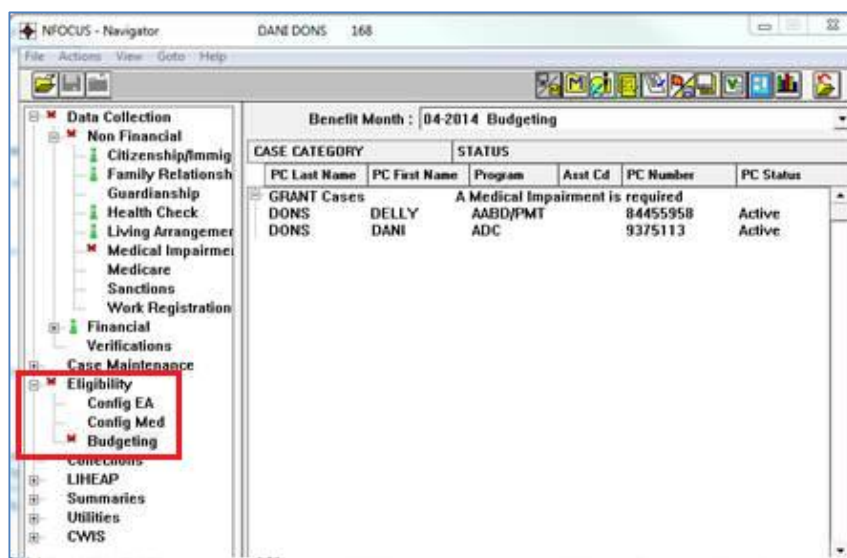
### Adding An Ineligible Alien to MED (Change)

The following statement has been added to the Read Me Tab when an ineligible alien is being added to a MED case for the Emergency Medical for Aliens or the Emergency Med/Labor and Delivery programs.

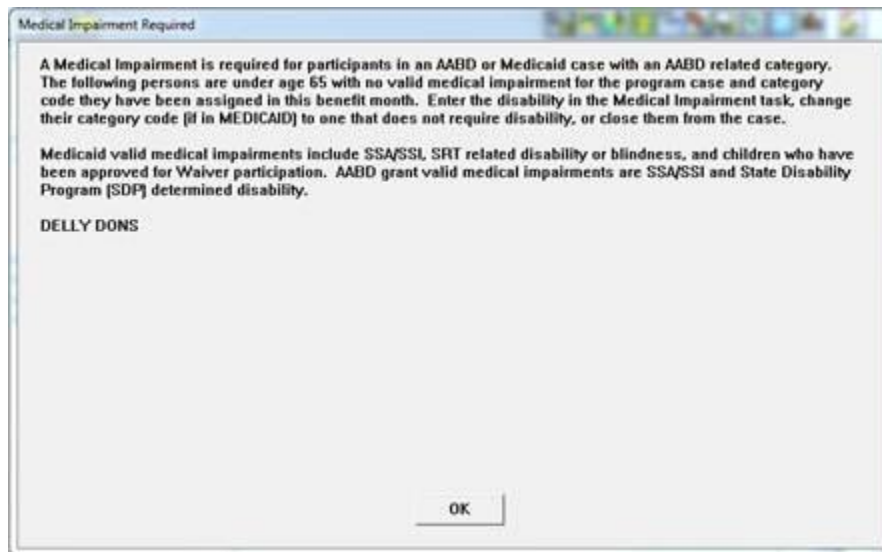
“The program Emergency Medical for Aliens also requires a second Medical Impairment type of “SRT Blind” or SRT Disabled” for aliens under the age of 65.”



If at this point, you try to run the Budgeting Task, and you do not have the appropriate Medical Impairment type for the program(s) that you are attempting to budget, you will receive the message “A Medical Impairment is require.”



If you click on the Grant Case line, you will be directed to the screen on the following page:



**Medical Impairment Required**

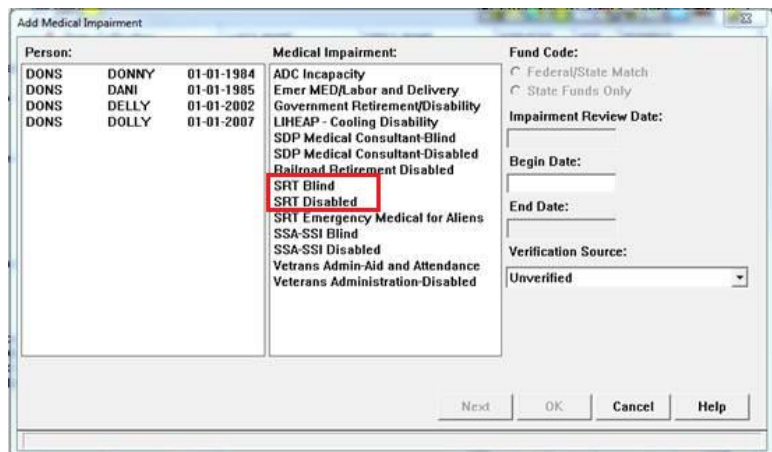
A Medical Impairment is required for participants in an AABD or Medicaid case with an AABD related category. The following persons are under age 65 with no valid medical impairment for the program case and category code they have been assigned in this benefit month. Enter the disability in the Medical Impairment task, change their category code (if in MEDICAID) to one that does not require disability, or close them from the case.

Medicaid valid medical impairments include SSA/SSI, SRT related disability or blindness, and children who have been approved for Waiver participation. AABD grant valid medical impairments are SSA/SSI and State Disability Program (SDP) determined disability.

DELLY DONS

OK

You will need to return to the Medical Impairment Task and Add/Update the Type that is entered for the person listed.



**Add Medical Impairment**

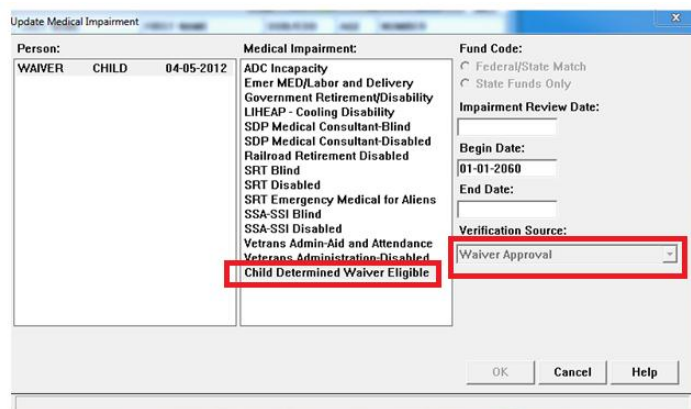
Person:	Medical Impairment:	Fund Code:
DONS DONNY 01-01-1984	ADC Incapacity	<input type="radio"/> Federal/State Match
DONS DANI 01-01-1985	Emer MED/Labor and Delivery	<input type="radio"/> State Funds Only
DONS DELLY 01-01-2002	Government Retirement/Disability	Impairment Review Date:
DONS DOLLY 01-01-2007	LIHEAP - Cooling Disability	Begin Date:
	SDP Medical Consultant-Blind	End Date:
	SDP Medical Consultant-Disabled	Verification Source:
	Railroad Retirement Disabled	Unverified
	SRT Blind	
	SRT Disabled	
	SRT Emergency Medical for Aliens	
	SSA-SSI Blind	
	SSA-SSI Disabled	
	Veterans Admin-Aid and Attendance	
	Veterans Administration-Disabled	

Next OK Cancel Help

### Exclude Parental Income for Child on Waiver (Change)

A new Medical Impairment option has been created called Child Determined Waiver Eligible is for children that are on waiver but do not have an SRT or SSI disability determination allowing them to be budgeted as Non-Magi. This option can be selected on the Medical Impairment Window in expert system for children with waiver cases.

A new verification source of Waiver Approval has also been added.



**Update Medical Impairment**

Person:	Medical Impairment:	Fund Code:
WAIVER CHILD 04-05-2012	ADC Incapacity	<input type="radio"/> Federal/State Match
	Emer MED/Labor and Delivery	<input type="radio"/> State Funds Only
	Government Retirement/Disability	Impairment Review Date:
	LIHEAP - Cooling Disability	Begin Date:
	SDP Medical Consultant-Blind	01-01-2060
	SDP Medical Consultant-Disabled	End Date:
	Railroad Retirement Disabled	Verification Source:
	SRT Blind	Waiver Approval
	SRT Disabled	
	SRT Emergency Medical for Aliens	
	SSA-SSI Blind	
	SSA-SSI Disabled	
	Veterans Admin-Aid and Attendance	
	Veterans Administration-Disabled	
	Child Determined Waiver Eligible	

OK Cancel Help

## Placement of Red X on Budgeting

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The separation of EA from MLTC programs introduced an issue where budgeting would be stopped for all programs until the issue that caused a **Red X** in the task list was resolved. The issue has been corrected with this release which will allow budgeting to be run as long as the issue behind the **Red X** does not relate to the budget or ARPs within the budget that is being selected to run.

**Example:** *A Grandmother, who is in AABD/PMT case has CFS non-coop sanction that needs to be imposed, is now applying for MED for her grandchildren. As grandmother is not in the MED program, MED budgeting will be allowed without action being taken on the sanction **Red X**.*

*The sanction **Red X** will, however, need to be resolved before the EA grant budgeting can be run as grandmother is included in that unit.*